

## **GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.**

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### **AGENDA & ANNUAL REPORTS FOR THE 28<sup>th</sup> ANNUAL GENERAL MEETING**

**Wednesday, June 23, 2021 at 11:00 a.m.**

#### **Mission Statement**

To enhance the quality of life for older adults by providing programs, services, and opportunities for social interaction that contribute to overall well-being and a sense of community.

#### **Vision**

To be a national leader in enriching the lives of older adults.

#### **Values**

Equity/Accessibility: Ensuring a safe and welcoming place for everyone.

Community: Building a sense of belonging and connectedness.

Compassion: Being kind, considerate, and respectful.

Teamwork: Working together while recognizing and honouring staff and volunteer contributions.

Social Responsibility: Collaboration with others for the betterment of all.

Fun: Being playful and joyful.

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# GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

## 2020 – 2021 EXECUTIVE

President: **Bill de Jong**  
2nd Vice President: **Mona Hunt**  
Secretary: **Pat Cassie**

1st Vice President: **Ingrid Jarowec**  
Treasurer: **Cecelia Stanley**

## 2020 – 2021 DIRECTORS

**Terry Edgeworth**    **John Feldsted**  
**Jeannette Golletz**    **Julie Legault**  
**Phil Veness**    **Ron Wally**

## 2020 – 2021 COMMITTEE CHAIRS

Accreditation	<b>Ingrid Jarowec</b>
Finance	<b>Cecelia Stanley</b>
Fundraising	<b>Ron Wally</b>
Fundraising Dinner	<b>Sheila de Jong &amp; Mona Hunt</b>
Board Development	<b>Pat Cassie</b>
Human Resources	<b>Bill de Jong</b>
Program	<b>Jessica Veitch</b>
Risk Management	<b>Susan Sader</b>
River East - Seniors Resource Finder	<b>Maria Wasylkewycz</b>
Volunteer Advisory Committee	<b>Anne-Marie Dyck/Sadie Olson</b>

*A special thank you to all those who served as committee chairs throughout 2020-21.*

## 2020 – 2021 STAFF

Executive Director:	<b>Susan Sader</b>
Program Coordinator:	<b>Jessica Veitch</b>
Volunteer Program Coordinator:	<b>Anne-Marie Dyck/Sadie Olson</b>
Outreach Coordinator:	<b>Julie Kertesz</b>
Supports to Seniors Coordinators:	<b>Megan Wallace, Regine Genido</b>
Home Maintenance Coordinator:	<b>Heidi Bartels</b>
Business Manager:	<b>Vanessa Hodgson</b>
Community Resource Coordinator	<b>Shelley Hillis</b>
Meal Program Coordinator	<b>Robert Wanner</b>
Meal Program Cook	<b>Maria Toews</b>

# GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

## 28<sup>th</sup> ANNUAL GENERAL MEETING

WEDNESDAY, JUNE 23, 2021

### AGENDA

1. Welcome
2. Call to Order
3. Rules of the Meeting
4. Adoption of Agenda
5. In Memoriam- Moment of Silence
6. Minutes of the Annual General Meeting- September 23, 2020
7. President's Report
8. Executive Director's Report
9. Human Resource Committee Report
10. Finance Report
11. Auditor's Report - Scarrow & Donald
12. Motion to Appoint Auditor (2021-2022 Fiscal Year)
13. Budget Approval (2021-2022 Fiscal Year)
14. Motion re: Action Taken by Directors and Officers of the Corporation
15. Board Development Committee Report and Election of Officers
16. Adjournment

# GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

## **Good Neighbours Active Living Centre Inc. Annual General Meeting Minutes Wednesday, September 23, 2020 At 720 Henderson Hwy**

1. Bill de Jong, President, welcomed 57 voting members to the 27<sup>th</sup> Annual General Meeting.
2. Call to Order

Bill de Jong, President, called the meeting to order at 11:06 am.

  - a. Quorum was declared.
  - b. Parliamentary Authority for conducting this meeting was governed by Roberts Rules of Order, 11th Edition. Stricter attention to these rules means that we have some reminders for our procedure this year. For example, reports do not require a mover or a seconder. The chair made reference to the fact that a copy of the minutes is in everyone's annual meeting package and do not require a motion nor will they be read out.
  - c. Lynda Jones and Ingrid Jarowec are the designated scrutineers.
3. Rules of the Meeting

Notice of the Annual General Meeting was given in writing to each member, each Director, and the Auditor(s) of the Corporation. Only members of the Corporation were allowed to cast their vote. Unless otherwise indicated, a simple majority was required for the approval of motions. The Annual General Meeting for the members of Good Neighbours Active Living Centre Inc. was being held in accordance with Section 127 of the Corporation Act of Manitoba and the Corporation By-Law Article VI.
4. Adoption of Agenda

Motion by: Mona Hunt  
Secunder: From the membership.  
That: The agenda be adopted.  
No Discussion.  
Voted.  
Result: Carried.
5. In Memoriam- Moment of Silence

Kay Thomson read out the names of the members who have passed on during the period from June 20, 2019 to September 23, 2020. A moment of silence was observed.
6. Approval of Minutes

The past Annual General Meeting minutes from Wednesday, June 19, 2019 were announced to have been circulated. No corrections were made. Minutes were accepted as circulated.

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7. President's Report

Bill de Jong read the President's Report. (Included in Annual Report)

8. Executive Director's Report

Susan Sader read the highlights of the Executive Director's Report. (Included in Annual Report)

9. Human Resources Committee Report

Bill de Jong read the Human Resources Committee Report. (Included in Annual Report)

10. Finance Committee Report

Jeannette Golletz read the highlights of the Finance Committee Report (Included in Annual Report).

11. Auditor's Report

Audited financial statements for the fiscal year April 1, 2019 - March 31, 2020 were presented by Sofia Ahdego of the auditing firm Scarrow & Donald LLP Chartered Professional Accountants.

Motion by: Jeannette Golletz

Secunder: From the membership

That: The auditor's financial statements be approved for the fiscal year April 1, 2019 to March 31, 2020.

No discussion.

Voted.

Result: Carried.

12. Motion to appoint auditor

Motioned by: Jeannette Golletz

Secunder: From the membership.

That: The appointment of Scarrow & Donald as the auditor for the fiscal year April 1, 2020 to March 31, 2021 for Good Neighbours Active Living Centre Inc.

No Discussion.

Voted.

Result: Carried.

13. Budget approval

The Centre Operating Budget for the April 1, 2020 to March 31, 2021 fiscal year was presented by Jeannette Golletz. Jeannette explained that the Budget was created with the expectation that we would be fully operational by September 2020 (Budget included in the Annual Report.)

Motioned by: Jeannette Golletz

Secunder: From the membership

That: The budget for the fiscal year, April 1, 2020- March 31, 2021 be approved.

Discussion: Membership asked for clarification on the \$40,000 Government loan, which was explained by Jeannette Golletz as an interest-free loan up to the end of 2022. If paid back by

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then, \$10,000 will be forgiven.

## 14. Motion regarding action by Directors and Officers of the Corporation

Motioned by: Mona Hunt

Secunder: From the membership

That: all acts, contracts, by-laws, proceedings, appointments, elections and payments enacted, made, done, and taken by the Directors and Officers of the Corporation since the date of the last Annual General Meeting for Good Neighbours Active Living Centre Inc., be approved, sanctioned and confirmed.

No Discussion.

Voted.

Result: Carried.

## 15. Board Development Committee Report and Election of Officers

Pat Cassie presented the Board Development Committee Report and the nomination slate for the election of officers for 2020 - 2021. (Included in Annual Report)

The present slate includes: Ingrid Jarowec (1<sup>st</sup> Vice President) completing third, two-year term, Mona Hunt (2<sup>nd</sup> Vice President) completing third, two-year term; Julie Legault (Director) completing second, two-year term, and Pat Cassie (Secretary) completing second, two-year term. Resigning from the Board: Jan Stuyck (Director) and Richard Sawchuk (on June 26, 2019). Bill de Jong and Pat Cassie thanked Jan Stuyck and presented her with a Certificate of thanks for her service to Good Neighbours.

Motioned by: Board Development Committee

No Secunder Required.

That: The following individuals be nominated for election to the stated positions:

- Bill de Jong (President) – Fourth, two-year term as President.
- Cecelia Stanley (Director) - First, two-year term as Treasurer.
- John Feldsted (Director) - Third, two-year term as Director.
- Terry Edgeworth (Director) - Second, two-year term as Director.
- Jeannette Golletz (Treasurer) - First, two-year term as Director.
- Phil Veness – First, two-year term as Director.
- Ron Wally - First, two-year term as Director.
- Pat Cassie on behalf of the Board Development Committee introduced and read the bio for the following individuals: Phil Veness and Ron Wally.

No Discussion.

Voted.

Result: Carried.

Jeannette Golletz was thanked for her terms as Treasurer.

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Let it be known that the Board of Directors for Good Neighbours Active Living Centre for 2020-2021 is as follows:

Bill de Jong (President)  
Ingrid Jarowec (First Vice President)  
Mona Hunt (Second Vice President)  
Cecelia Stanley (Treasurer)  
Patricia Cassie (Secretary)  
John Feldsted (Director)  
Julie Legault (Director)  
Terry Edgeworth (Director)  
Jeannette Golletz (Director)  
Phil Veness (Director)  
Ron Wally (Director)

### 16. Adjournment

Bill de Jong thanked everyone for their attendance and participation.

Motioned by: Ron Wally


No Secunder required.

That: The 27<sup>th</sup> Annual General Meeting for Good Neighbours Active Living Centre Inc. be adjourned.

No Discussion.

Voted

Result: Carried. Meeting adjourned at 11:58 pm.



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Pat Cassie, Secretary  
GNALC Board of Directors



# GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

## **PRESIDENT'S REPORT**

The year ending March 31, 2021 was, indeed, interesting, dynamic, disappointing, rewarding and amazing, all at the same time.

Personally, Sheila and I, like all of you, witnessed isolation from our children, our grandchildren, and our friends with the Centre being closed. We lost major contact with our “Good Neighbours” world. We missed a very large part of our day to day life. Our hope is that we will be able to get back to our normal life soon.

Amazing, rewarding and dynamic were but a few words to describe the performance of our Good Neighbours organization in the past 18 months. Closure of the Centre could have been a crippling blow, but it wasn't. Yes, the Centre is the core of our direct operations, but that is not all we do.

Thanks to the Federal Government's Wage Subsidy Program we were able to retain our staff to continue our administration and other coordinated operations.

We were also able to continue to operate our outreach programming at unprecedented levels.

Due to closure of the Centre our revenue base collapsed but thanks to the generous support of funders such as The Winnipeg Foundation, United Way of Winnipeg, New Horizons for Seniors, Safe at Home Manitoba, Manitoba Bridge Grant Program, Winnipeg Wellness Fund, and Second Harvest/Food Rescue, much of the net revenue shortfall was replaced.

None of this would have been possible without the dedicated and knowledgeable staff that put this survival process together.

While all this was happening we continued to carry forward with our ongoing struggle to secure our rightful place at 720 Henderson Highway.

Respectfully submitted,

Bill de Jong

President

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## EXECUTIVE DIRECTOR'S REPORT

This past year has been a year like no other. The pandemic completely disrupted so much of the work we do at Good Neighbours Active Living Centre. Our centre is all about bringing people together. COVID-19 kept us from doing that for much of the last fiscal year. Our first closure was from March 16, 2020 – July 8, 2020. We were able to open for five months with limited programming. We had to close our doors again on November 2, 2020, and we remained closed for the rest of our fiscal year end of March 31, 2021.

It goes without saying that most of the work we planned for the year was not achievable. We were to begin work on a new three-year strategic plan, focusing on four strategic priorities – Marketing, Space, Internal Capacity and Customer Relations Management. Some work did get done from the date the Board of Directors approved the new strategic plan, which was November 24, 2020 to the fiscal year end of March 31, 2021:

### Strategic Priority 1 – Marketing

Development and implementation of Marketing Committee

- Develop Terms of Reference for Marketing Committee – *Done.*
- Recruit volunteers with experience and/or interest in marketing for committee – *Done. We have three volunteers with marketing experience, two with an interest in marketing.*
- Ensure representation from Program, Fundraising and Corporate Donations/Sponsorships Committees on the Marketing Committee – *Done.*

### Strategic Priority 2 – Space

Analyze 2019 member survey to identify potential additional programs that would require space, including resource needs.

- Complete space audit – rooms used, number of participants, times programs offered – to determine if we can ‘create’ space for additional programs – *Done.*
- Transition Thursday Afternoon Social Program to the 1100 congregate meal program – *Done. Because this program is on a Thursday, we moved the program to the 1630 meal program. Did not go well – seniors unhappy with the setup. Found it too crowded, difficult to move around with walkers, only one washroom. The goal is to move the program to space at 220 Oakland (where the SSG program is located). Feasibility of this is in process.*
- Implement additional programs in the MPR on Thursdays - *Done. Moved some programs around to optimize space usage – MPR on Thursdays now has Ukulele and two yoga classes. The space is also used later in the day for presentations and meetings.*
- Implement indoor walking in the gym for the winter - mornings before classes start – *Done.*
- Explore ideas for social programs in Hobnobs on Tuesdays and Wednesdays – Jessica and Program Committee - *was trying Scrabble on Wednesdays*

Identify options for additional administrative space

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- Determine which space could be used as a GNALC office –Done. *Back office to be converted into three work stations.*

### Strategic Priority 3 – Internal Capacity

Address equity issues re: limited financial means - Develop and implement subsidy program for individuals with limited financial means – in process.

- Research other organizations that subsidize participation – YMCA, Rady Centre, other 55+ active living centres, etc.
- Develop policies and procedures for GNALC
- Advertise in newsletter

Update/develop operational manuals for all staff positions/programs– in process.

### Strategic Priority 4 – Customer Relations Management

Set up Paypal system – in process

Clarify process or online membership renewal/new members – in process

Roll out memberships module – in process

Development of new website – in process

Due to COVID, much of the work on our strategic plan got put on hold. The majority of tasks to be done depended on business as usual. For example, tasks under the Marketing Strategic Priority were meant to market the centre under normal circumstances. It was difficult to develop a marketing strategy when we didn't know whether we'd be open or closed. The Board of Directors agreed to put the strategic plan on hold until the pandemic is on its way out, and business can resume at Good Neighbours.

When we closed in mid-March, the staff met immediately to discuss what we needed to do to support our members, volunteers and clients. The following are initiatives that we undertook during our first and second closures:

- Resource information was sent to members regularly. Feedback is that members appreciate the contact and have been finding the information helpful.
- An email was sent asking our volunteers if they would be willing to phone seniors who are at risk of social isolation and have let us know they would like a social phone call. We had 25 volunteers who were willing to do this. Referrals came from the Supports to Seniors staff, the Outreach in Elmwood program, the Healthy Aging Resource Team and the River East Senior Resource Finder. A letter was sent to our members, and also asked those interested in phone calls to let us know.
- Through Facebook, we launched the Good Neighbours Members Network, a group forum for Good Neighbours members. It is a place where our members can connect and share ideas, tips, etc. Fifty-three members have joined.
- The congregate meal program became delivery only. Robert Wanner, the Meal Coordinator prepared the meals and the staff did the delivery during times when COVID numbers were high. We did not want to put the meal program volunteers at risk. The meal program expanded to deliver meals five days/week at 1590, 1630 and 1660 Henderson, and three days a week at 1080/1100 Henderson and 210/220 Oakland. We received a \$10,000 grant from Food Rescue/Second Harvest to help with this program expansion. The meal program has been very successful this past year, with many new

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customers. Feedback is the seniors appreciated the meal delivery as it meant they were better able to stay home and self-isolate.

- We facilitated the delivery of donated groceries and supplies to our members and clients who are low-income or who had health/mobility issues that kept them from getting these items. Donations came from a community volunteer we were connected to through the United Way.
- We received two \$10,000 grants through New Horizons for Seniors and the United Way to purchase cognitively stimulating resources for low income seniors and seniors without access to technology. These resources included large print puzzle books, jigsaw puzzles, paint by number kits, model car kits and wool. The goal was to provide items that were cognitively stimulating to seniors who didn't have a lot of opportunities for passing the time as they were self-isolating.
- Through a partnership with the Healthy Aging Resource Team, occupational therapy students and family social sciences students, we created a Coping with COVID-19 Toolkit. The goal was to provide seniors with information on activities they could do to help destress, reduce anxiety, and to learn healthy coping techniques.
- We applied for and received \$50,000 from The Winnipeg Foundation's COVID Stabilization Grant. With the uncertainty of COVID, this grant was greatly appreciated.
- We applied for and received \$10,000 from the Safe at Home Manitoba program which was used for virtual programming.
- We applied for and received \$3000 from the Winnipeg Wellness Fund, which was used for virtual programming.
- We applied for and received three \$5000 installments from the Manitoba Bridge Grant program.
- Through Mottola Grocery and the Blake Wheeler family, we delivered over 600 free meals to low income and isolated seniors on Christmas Eve.
- We have received free PPE through the United Way, including gloves, hand sanitizer and masks.

From July 8 – November 2, we were able to reopen due to low COVID numbers. Programs offered were fitness and art classes, movies and a couple of special events. We paid strict attention to COVID restrictions and recommended practices.

Though it was a very different year, it was still a busy year. We were able to meet many of our members, volunteers and clients' needs. More than ever, I want to thank the Good Neighbours staff. It was very difficult to plan and operate when there has been so much uncertainty and instability. The staff went above and beyond, were so flexible, and did their very best to make sure we were serving the seniors in our community during this trying time. We all helped and supported each other, and rose to the challenge. I have never been prouder to call Jessica (Program Coordinator), Sadie (Coordinator of Volunteers), Vanessa (Business Manager), Megan and Regine (Supports to Seniors Coordinators), Julie (Outreach Coordinator), Heidi (Home Maintenance Coordinator), Robert (Meal Program Coordinator) and Maria (Meal Program Cook) my co-workers.

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I also want to thank the Good Neighbours Board of Directors. During this pandemic, they have been so supportive, and were always generous in providing their guidance and expertise as we moved through the year. I am incredibly grateful to work with such an amazing Board.

My hope for the next fiscal year is that we can get back to life as we once knew it. I know I speak for the staff and the Board when I say that we are looking forward to the day we can reopen our doors, and welcome you back.

Respectfully submitted,

Susan Sader  
Executive Director

## **HUMAN RESOURCES REPORT**

**Committee members:** Bill de Jong (Chair), Mona Hunt, Cathy Phillipson, Shirley Godfrey, Julie Legault, Joyce McGee, Sheila de Jong, Susan Sader (Executive Director), Vanessa Hodgson (Business Manager).

This past year has been fairly quiet for our committee. Our usual housekeeping tasks were managed; updating position descriptions and duties, reworking staff succession planning and generally keeping the process in good order.

But the big story at the Centre was, and still is, how our staff responded to the challenges of Covid-19. We weren't open for most of the year but our outreach operations continued on and, in some cases, at unprecedented levels.

Whether it was our workers in the field or our support staff at the Centre, their performance was outstanding under very difficult conditions. We commend them all.

Bill de Jong  
Chair, Human Resources Committee

## **FINANCE COMMITTEE REPORT**

Committee Members: Cecelia Stanley (Chair/Treasurer), Bill de Jong, Terry Edgeworth, Olga Hazelwood, Fran Mercer, Bruce Wagg, Ron Wally, Susan Sader (staff), and Vanessa Hodgson (staff)

The purpose of the Finance Committee is:

- to monitor GNALC's financial situation

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- to prepare and implement the annual budget
- to oversee reporting from the Fundraising Committee and its sub-committees

The Finance Committee meets one week prior to the monthly Board meeting. The financial reports are distributed to the Committee members ahead of the Board meeting in order to give them time to review the reports.

The 2020-2021 fiscal year was, to say the least, unique. From March 2020 to June 2020, and again from November 2020 to February 2021 GNALC was closed to the public due to COVID 19 restrictions. This resulted in GNALC being able to offer fitness classes, presentations, etc. in person for only six (non-consecutive) months during the fiscal year. When our doors had to remain closed some of our programming was offered via Zoom, free of charge. We received the Manitoba Safe At Home Grant in the amount of \$10,000 and the Winnipeg Wellness Fund in the amount of \$3000 to help offset the cost of this programming.

We were able to maintain business operations with little disruption by taking advantage of several grants and subsidies. We applied for the Canadian Emergency Wage Subsidy (CEWS), and the Canadian Emergency Business Account (CEBA). Other grants received included: Manitoba Bridge Grant – 3 @ \$5,000, United Way: Emergency Community Support Fund (used to support seniors experiencing isolation) – 2 @ \$10,000, and The Winnipeg Foundation COVID-19 stabilization grant – \$50,000.

### **River East – Seniors Resource Finder Meal Program**

This program thrived and grew during the last fiscal year. The program has temporarily changed from a “congregate” meal program to a home delivery model. Meals are delivered five days a week and, in addition, volunteers delivered 160 Christmas meals in December 2020.

The program ended the 2020-2021 fiscal year with a surplus of \$38,498.35; in contrast, the 2019-2020 fiscal year that ended with a deficit of \$1,939.87.

### **Fundraising Committee (Members are listed in the AGM report)**

Our fundraising activities were impacted by COVID 19 after March 2020 as most fundraising activities had to be cancelled. The few fundraising activities GNALC was able to organize include:

- Hobnobs – open for a few months for takeout lunches once a week
- The Book Store
- 50/50 draw
- Cookbook sales at the front desk
- Annual Appeal

In addition to the above, funds were received from corporate donations and sponsorships. The Endowment Fund increased by \$7,999.23 in the 2020 – 2021 fiscal year for a year-end balance of \$103,739.20.

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Respectfully submitted,

Cecelia Stanley Treasurer /Chairperson, Finance Committee

## **BOARD DEVELOPMENT COMMITTEE**

Committee Members: Pat Cassie (Chair), Terry Edgeworth, Barb Gemmell, Jeannette Golletz, Julie Legault, Edna Walpole, Sadie Olson (Staff).

The Board Development Committee is a standing committee that oversees the identification, recruitment, orientation, training and retention of Board members. The Board Development is responsible for the nominating of new Board members. Following government regulations during a pandemic in the past year, our Committee was unable to effectively recruit new Board members. The present Board members have agreed to a motion to extend their term in the present position to end at the GNALC AGM 2022. The resignation of Board Member, Phil Veness was accepted effective May 12, 2021.

GNALC has a diverse complement of Directors who offer a variety of skills and experiences. With technology advancements, we value the recruitment of Directors with financial and legal knowledge. Our orientation process allows new members to acquire knowledge of GNALC's policy and procedures. The Board Performance Evaluation reviewed and presented by Barb Gemmell indicates a well- functioning team with respect to decision-making in an effort to increase Board efficiency.

The slate for the Officers/Directors of Good Neighbours Active Living Centre for the fiscal year 2021-2022 is as follows:

Board Members:		date elected	current term	expired date
Bill de Jong	President	09/2020	4 <sup>th</sup> term	06/2023
Ingrid Jarowec	1 <sup>st</sup> Vice President	06/2015	3 <sup>rd</sup> term	06/2022
Mona Hunt	2 <sup>nd</sup> Vice President	06/2015	3 <sup>rd</sup> term	06/2022
Cecelia Stanley	Treasurer	09/2020	1 <sup>st</sup> term	06/2027
Pat Cassie	Secretary	06/2017	2 <sup>nd</sup> term	06/2024
John Feldsted	Director	06/2016	3 <sup>rd</sup> term	06/2023
Julie Legault	Director	06/2017	2 <sup>nd</sup> term	06/2024
Terry Edgeworth	Director	06/2018	2 <sup>nd</sup> term	06/2025
Jeannette Golletz	Director	09/2020	1 <sup>st</sup> term	06/2027
Ron Wally	Director	09/2020	1 <sup>st</sup> term	06/2027

Presently we have a vacancy in office of Past-President and a Director.

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Phil Veness (Director) has resigned as of May 12, 2021.

Respectfully submitted,

Pat Cassie

Chair, Board Development Committee

## **PROGRAM COMMITTEE**

**Committee members:** Roland Gibson, Gladys Jenkinson, Peter Manastyrsky, Sonia Rogowski, Richard Sawchuk, Phil Veness, Jessica Veitch (Chair)

Over the past year, the programs at GNALC have looked a little differently than in the years prior. We started off this year with a closure of the Centre due to the COVID-19 pandemic. The Centre was closed for the first 3 months of the fiscal year, before reopening in July.

We were able to resume operations over the summer, offering limited programming that followed the Provincial Health orders at that time. We were able to restart fitness classes, movie afternoons, and offer special events like a BBQ Party and Paint Party, all of which followed physical distancing protocols. Unfortunately, many of the much-loved programs could not resume at this time, including outings, cards groups, and other drop-in programs. We were also unable to host our open house that typically occurs in August.

In-person classes continued into the fall, with all of the programming following the health guidelines. We continued to offer fitness classes, as well as resumed the art classes some of the music classes. Two of the music courses (Choristers and Harmonica) shifted to virtual at this time, as in person meetings for certain music programs were not allowed at that point. We were also able to resume having presentations and educational workshops, as well as continue with the movie afternoons. Some of the challenges we faced during this time were navigating what types of programming were allowed to run, and making sure that health orders were followed at all times. That meant that some classes had to have a lower capacity than normal to ensure we were doing everything safely. There were still a number of the regular drop-in programs, like cards, that were not able to resume due to the health orders.

The COVID-19 pandemic caused a further disruption to our programming and closure of the Centre in early November. All in person classes, presentations, workshops and events were cancelled indefinitely.

We made the shift to offering virtual programming to try and fill in some of the gaps while we remained closed. We offered a variety of fitness courses, art classes, as well as presentations over Zoom. Overall, the virtual programs were a success, with a large number of members as well as non-members participating. It was a learning curve for everyone in the beginning, and although nothing can replace the social aspect of having classes in person, it was found to be a suitable option for us to continue offering programs through the COVID lockdowns.



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Looking ahead, some future goals for programming are to offer integrated in-person and virtual classes in order to maximize the number of people who are able to participate.

Respectfully submitted,

Jessica Veitch  
Program Coordinator

### **ACCREDITATION COMMITTEE**

**Committee Members:** Ingrid Jarowec (Chair), Pat Cassie, Bill de Jong, Kay Thomson, Ron Wally, and Susan Sader (staff)

In May 2014, Good Neighbours Active Living Centre received accreditation status with Imagine Canada. Accreditation was given based on GNALC meeting 73 standards in five key areas: Board governance, financial accountability and transparency, fundraising, staff management and volunteer involvement. Accreditation was for a five-year period. Between the five-year Accreditation Applications, compliance reports are required annually. The Committee continues to review, and revise if required, the policies, terms of reference, position descriptions, etc., both governance and operational. The Committee also researches and writes new policies. Any new governance policy or revisions made to existing policies require Board approval. Members can view these policies by requesting to see the Policy Manual located at the front office.

Even though we could not meet monthly due to public health restrictions, we did meet when allowed to do so.

Due to the COVID pandemic, Imagine Canada notified its accredited agencies that they would not require a compliance report for the fiscal year 2020/21.

It has been a pleasure chairing this Committee. A big thank you to Committee members for their time and valuable input, and in particular our Executive Director.

Respectfully submitted,

Ingrid Jarowec

### **VOLUNTEER ADVISORY COMMITTEE**

Committee Members: Sheila de Jong, Bernice Honke, Fran Howard, Julie Legault, Kay Thomson and Sadie Olson (Chair)

“The volunteer program exists to empower Good Neighbours Active Living Centre to achieve its mission statement efficiently and successfully, while providing meaningful ways for individuals

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to contribute to society in their own unique way.” Volunteers play such an important role at Good Neighbours that the centre could not exist without them. The centre has over 250 active volunteers involved in every aspect of the centre with over 30 different volunteer positions. In addition to Good Neighbours members, we have special needs volunteers referred by various organizations. The centre advertises volunteer positions on the Volunteer Manitoba website as well. A number of these volunteers are new immigrants to Canada who are looking to acquire experience in the work force and develop their English skills in order to search for employment in the future. We are very excited that we are continually attracting new volunteers. This past year 15 new energetic volunteers joined our ranks to help us to achieve our mission. We regret that some of our volunteers are no longer able to volunteer with us, due to illness and to changes in their life situations. We are so very thankful that they were able to contribute their time and talents.

On March 16, 2020 all in-person GNALC volunteer activities ceased due to the Covid-19 Pandemic. Volunteers weren't able to resume their regular in-person shifts at the centre until the beginning of July. In response to the Pandemic we introduced two new volunteer positions to our program, the first being Closure Phoning. This position allows volunteers to connect with members over the phone, providing contact and companionship during lockdowns. There has been a great response to this program and it remains ongoing. The second position was the Covid Screening stationed at the front door and was required for contact tracing purposes. On November 2, 2020 Good Neighbours had to close for the second time and once again all in-person volunteer activities ended. Despite this continued closure, volunteers were able to contribute 7,036 hours from April 1, 2020 – March 31, 2021.

The commitment shown by GNALC volunteers is overwhelming as they continue to reach out and inquire about positions available during our closure. Good Neighbours has such a great powerhouse of volunteers ready to resume once restrictions have lifted.

Special thanks to the members of the Volunteer Advisory Committee. Each member of the committee reports on their area of involvement, Bookstore, Hobnobs, Front Desk and Programs. They have their finger on the pulse of the organization and are very helpful in evaluating the volunteer program so that the volunteers can continue to serve the members of this community with excellence. It is such a privilege to work with such amazing volunteers. They truly care about the seniors in this community and regularly go above and beyond the call of duty.

We are looking forward to when we can resume full operation at the centre and we look forward to seeing you all again.

Respectfully submitted,

Sadie Olson  
Chair, Volunteer Advisory Committee

**OUTREACH IN ELMWOOD**

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As Outreach Coordinator during the past year, there have been many shopping trips as the seniors have had great difficulty with being able to do this themselves due to COVID-19. Also, there have been many meals delivered. The Elmwood East Kildonan Active Living Centre provides \$2 meals for seniors in the Elmwood area. Keeping seniors informed with the latest news on what is available to them regarding restrictions has been another ongoing task. Information pamphlets were distributed to seniors in blocks and door to door on various topics including COVID-19, fire safety, fraud and scams, meal planning, budgeting, neighbourhood safety, medication safety, exercise, meditation/mindfulness, abuse, addictions, income tax information, library resources and information on transportation options.

I continue to sit on social committees for seniors housing buildings in Elmwood. I also continue to support seniors in the community with grocery shopping, delivering meals and needed supplies, as well as offering support to those in need. I also went door to door distributing pamphlets and reaching out to seniors who were unaware of the services available through community outreach programs. Be a Santa To A Senior was a very busy time last Christmas as many, many gifts were distributed to seniors in need. Many activity books, puzzles were purchased through funding from New Horizons for Seniors and the United Way. It was a pleasure to distribute these to isolated seniors. Zoo passes were also distributed allowing isolated seniors to engage in something outside of the norm of everyday COVID boredom.

Again, this year has been full of challenges, but I continue to do what I can to provide information, services to those in need.

Respectfully submitted,

Julie Kertesz, Outreach Coordinator

### **SUPPORTS TO SENIORS**

Despite the lockdowns, we had our busiest year ever. It has been the most challenging year for our clients. A drastically high amount of mental health and suicide intervention was required. We were involved in a much higher number of hospitalizations (some involuntary), paneling, Geriatric Mental Health Team evaluations and HART help as we could not keep up with the demand for mental health aid (we are so appreciative of our network). Symptoms of grief were at the forefront as well, as lockdowns and restrictions persisted. We had a few deaths by suicide and ran/run many interventions to offer support as it is increasingly difficult to find resources for people to use. For a period of time many services were shut down all together. This concern specifically is what has driven our year. Fortunately, the Canadian Mental Health Association offered some webinars for service providers. We took advantage of these because this year has been extremely difficult on our staff that is doing its best to fill the gaps in care and support individuals through the current pandemic and increasing mental health crisis.

## GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

To help with the effects of isolation we benefited from a variety of programs that provided us with funding/goods:

- **New Horizons for Seniors/United Way:** New Horizons provided substantial amounts of grant money this year and United Way administered proposal review and funding. Good Neighbours was very fortunate to have been approved for two grants. These grants were used towards purchasing a variety of puzzle books, jigsaw puzzles, yarn, paint by numbers and model cars. These items were used by a number of groups, ours using a majority of the items for our buildings. Providing these resources have allowed us a great deal of individual interaction with our clients and kept us connected to the community. We were able to provide stimulation for our low-income seniors especially who do not have technology to entertain them. They also helped our clients to battle the ongoing isolation, loneliness, fear, hopelessness, anxiety and depression that are gripping our community.
- **United Way (funding/care packages/supplies):** United Way was one of our largest supporters this last year. On top of the funding mentioned above United Way also received a bulk of warehouse items from Bianca Amor's Liquidation Supercentre. We were able to collect games, non-medical Personal Protective Equipment, hand sanitizer, jig saw puzzles and some odds and ends items for ourselves and our clients. During the summer we received approximately 60 shopping bags full of care items to distribute.
- **A&O Support Services for Seniors (care packages):** A&O provided care packages twice within the last year. In the summer, we received 20 care packages with daily supplies for us to handout (shampoo, toothbrush/paste, hand sanitizer, masks, socks, combs, deodorant, etc.). The second round of items was 20 boxes from the Rapid Relief Team filled with home essentials. We also advertised *Senior Centre Without Walls* to try and reduce the isolation seniors were experiencing.
- **Community Volunteers:** Community Volunteers been amazing in helping us support our struggling seniors. They provided us with eight deliveries of groceries and household supplies. Some of our highest risk seniors say they would not have made it without this support. Our community contact Kristie Pearson also connected with a lovely lady named Jeannette that did a yarn drive for us and brought a truck full of yarn for our seniors
- **City of Winnipeg Grant - Jeff Browaty:** to help run any programs we could to break up the day for the seniors needing some contact.
- **CAA (picked up & delivered Winnipeg Harvest hampers):** During this pandemic, Winnipeg Harvest decided to provide monthly hampers (instead of bi-weekly) to decrease frequent pickups. This in result gave them larger boxes that were hard to carry and bring back home. CAA offered their services to help those in our community through our program. Once seniors were given a pick-up day for their hampers, we would submit a request form to CAA and they would arrange for a driver to pick it up and deliver it to their door. This was absolutely valuable, especially through winter as most seniors do not have vehicles and rides services had been suspended.

## GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

- **Ebbeling Pharmacy:** Ebbeling Pharmacy has been a very valuable partner in our program throughout the years. We arranged our flu clinics in November at 1100 Henderson Hwy and 220 Oakland Ave to do about 100 flu shots. We ran strict protocols for this day with sign-up, appointment cards, proper spacing and sanitization. Jeff Froese thanked us for our high level of organization and smoothness of the clinic stating (as he has before) that we run the best flu clinics.
- **Mottola Grocery:** This was an incredible surprise; they reached out to Susan Sader and asked if she knew of seniors that could use a Christmas meal. When she asked us, our question to them was, “can they do 500?”, and they did! On Christmas Eve day at noon they dropped the food/dessert off in our office and our little team of seven staff, students and two moms delivered 585 meals to seniors who were home alone in our 4 buildings. There were many tears and an abundance of appreciation that still makes us emotional today thinking about it.
- **Be a Santa to A Senior (BASTAS):** We first started working with A&O, but they found this year was quite challenging trying to use a new system with Amazon and the Home Instead data base. After a bit of confusion and difficulty with Amazon packages missing, we decided to work directly with Home Instead who coordinates BASTAS globally. Home Instead was incredibly accommodating. They truly believe that no senior should go without a gift and worked hard to fill our very large order this year. We too believed every senior deserved a gift; we picked up, wrapped and delivered almost 700 gifts in December (thank you to the six amazing volunteers who worked full time to help make this happen).
- **A farmer** who wanted to remain anonymous also donated 35 dozen eggs that were dropped off on Saturday December 19 and delivered on Monday December 21 to seniors that had signed up. In total, 49 people received half a dozen eggs.
- **Santa Lucia Pizza on Henderson Hwy:** They donated over 30 pizzas over a couple of Tuesdays in May that were for seniors in need and staff.
- **Grocery services:** We created some new relationships with grocery stores and private care services to make special arrangements for those that live in our four apartments. The majority of our seniors are low income and have no technology, so they were not able to use online ordering, so we did it for them. They would call us with their grocery lists and we would do the shopping online for them and have it delivered to their address. Our most unique arrangement was with Downtown Family Foods that created a special code just for our four buildings. We would place the order online for the seniors and the store would deliver; this was the only place that continued to accept cash/cheque (most of our seniors do not have credit cards).
- **Private care services:** As a result of COVID, families grew more fearful of coming to the homes of our seniors to provide help, and Homecare cut services for many individuals. We called all the private care services for quotes and time requirements. Some services offered to allow less of a time requirement. We did end up advocating for many of them that really needed the help to get their Homecare services back, but it did take a few weeks to several months for some to be restored.

## GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

- **Student Placements:** This last year, we were one of the programs that stepped up to continue with practicum students. Our first partnership was with the University of Manitoba working with a Family Social Sciences placement from September through to April (the Centre had a student as well who spent some time with us). Both candidates have requested to continue volunteering with us. Our placement jumped right in to run a phone call program for 2 months with a focus on addressing feelings associated with grief and bereavement. She was hoping to run a 3-week program on “Discussions About Loss” but we needed to cancel after the first presentation due to public health restrictions. They worked hard in assisting with deliveries and managing phones. They also assisted us in bringing our filing up-to-date. Secondly, we were approved for a green team placement over the summer for the first time. The individual was with us for 8 weeks and worked hard making many phone calls. Thirdly and maybe the most exciting this year, was the University of Brandon Nursing Program granted Megan permission to supervise three psychiatric nursing students. This placement was a huge success. Both we and the students (based on their praise and closing surveys) benefited greatly from the partnership. They created five brochures and ran two mini health check-ups (following very strict protocols). Our health check-up time slots were all filled and people were asking for more but unfortunately we were out of time for the placement.
- **Granite House (1100 Henderson Hwy) and Parkside Plaza (1630 Henderson Hwy) Meal Programs:** When lockdowns began, one of the ethical decisions GNALC needed to make was to stop using our volunteers to do our part in protecting them. When this decision occurred, the staff had to step up and adjust to fill in many of these roles. Regine and Megan worked with Meal Coordinator Robert Wanner from the RESRF meal programs to advertise and offer delivery in our four blocks. We took on doing the meal deliveries until the fall when the demand of our own program load required more of us and the meal program began to bring a few volunteers back in.
- We operated every day and served the tenants in our buildings in every area we could - filling out forms, referrals, advocating, communicating with doctors, property managers, families, homecare, agencies and more. We did 5-10 person events when we could throughout the year: offering movies (Hidden Figures) and opportunities to get together and discuss mental wellbeing, COVID, suicide and anxiety. We also created a lot of posters - posters with COVID updates, kindness, shopping resources, where to call for help like 211, the Healthy Aging Resource Team (HART), our STS program, and “Neighbours Helping Neighbours” posters which included helplines, crisis unit and more.
- **Good Neighbours:** Although the doors were closed for the year the staff continued finding ways to reach out. Our program was able to take advantage of a phone call program, zoom sessions and a “Coping with Covid Toolkit and Resource List for Older Adults” co-created with the HART team Occupational Therapy students.
- **Technology Issues:** Mental well-being has been our number one issue this past year with the highest ratio of cases (some quite serious and ongoing) that we have had to work with. A substantial factor in this was the assumption by the government and society that everyone has technology. Out of our 900 (rotating) senior population, less than 10% have smart phones, tablets or computers. They had no way to watch zoom meetings,

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participate online, order supplies or groceries, or get the general stimulation much of society relied on their technology for during this time. We did our best to help submit things online, fax or email them for people. The large part of our workload was definitely done by phone.

Respectfully submitted,

Megan Wallace and Regine Genido  
Supports to Seniors Supervisor/Coordinator

### **HOME MAINTENANCE PROGRAM**

The Home Maintenance Program is a city-wide program that assists people age 55 and over with various types of help around the home. Our service providers do a variety of work including handyman and yard work, housekeeping, meal preparation and much more. Through the program we also provide a registry to those over the age of 50 who are interested in being service providers. The Home Maintenance Program is fully funded by the Province of Manitoba.

This year Heidi Bartels has continued as Program Coordinator for the Home Maintenance Program. The Home Maintenance Coordinator is responsible for doing interviews, reference and background checks on all individuals we add to our referral list. In addition to the normal duties of Program Coordinator, the program temporarily lost its volunteer help due to the centre closure for most of the year. Due to this the Program Coordinator also answered referral calls to keep the program going. This year due to COVID-19 we could not attend our normal amount of conferences and events. Our program focused on developing our virtual presentations for webinar use until conferences are available again.

The volunteers working with the program are dedicated, hardworking women who do their best to assist clients, often going above and beyond in order to help. It has been a difficult year for the Home Maintenance Program without the constant help of our volunteers. Over the summer we adapted the program to enable our volunteers to be able to work from home safely. We currently have one volunteer working from home and are adding more as soon as possible.

Over the past fiscal year, the Home Maintenance Program:

- Provided services to 691 clients.
- Added 1 service provider to the registry.
- Provided referrals to 781 individuals

This year we lost our program's longest serving and highly dedicated volunteer, Alberta Fenning to her hard-fought battle with cancer. Alberta loved being a member of Good Neighbours and had a true passion for helping people in our Home Maintenance program. Alberta would often

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remark that she felt the volunteer position had been made just for her. We will miss Alberta's calm and kind ways, as will the many clients she helped over the years.

Respectfully submitted,

Heidi Bartels  
Home Maintenance Program Coordinator

### **RIVER EAST SENIORS RESOURCE FINDER COUNCIL**

The River East Seniors Resource Finder Council is a non-profit, community-based organization that acts as an information and referral hub linking adults 55+ residing in Elmwood, East Kildonan, and North Kildonan, with community resources to help them maintain as independent a lifestyle as possible. The Council focuses on information-sharing about the needs of older adults, including any emerging issues affecting seniors within the northeast sector of Winnipeg. The Council is also responsible for identifying service gaps, and developing a variety of programs and services that meet the needs of older adults in the River East area.

The Council membership consists of the Seniors Resource Coordinator – Shelley Hillis, and representatives from a number of senior-serving organizations located in the River East community, as well as several community members. Council meetings are normally held monthly between September and June with guest speakers frequently invited to inform or update Council members about their services. This past year, however, the RESRF Council has not been able to function as it normally does. Due to a combination of unfortunate and unpredictable circumstances, the RESRF Council, like most other organizations during the COVID-19 pandemic, has had to put its meetings on hold. Irregular attendance at meetings has led to discussions between the Council Executives about the need for recruitment of new Council members as a means of revitalizing the Council and improving attendance.

The day-to-day management of all Council programs remains with Shelley Hillis. The RESRF Council runs two senior's congregate meal programs; coordinates the Rides for Seniors escorted transportation service; distributes Emergency Response Information Kits (ERIK); and provides information and referral.

The Council's two congregate meal programs are situated at 1100 and 1630 Henderson Highway. Due to the pandemic, we had switch to delivery only for the meals. The meal program expanded to delivering meals five days/week at 1590, 1630 and 1660 Henderson, and three days a week at 1080/1100 Henderson and 210/220 Oakland. We received a \$10,000 grant from Food Rescue/Second Harvest to help with this program expansion. The meal program has been very successful this past year, with many new customers. Feedback regarding the program



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indicates that seniors appreciated the meal delivery as it meant they were better able to stay home and self-isolate.

Transportation is one of the most requested services offered by the Council. The Council is most grateful to our group of dedicated volunteer drivers who are part of the Rides for Seniors program. The program provides transportation for medical appointments, banking, and grocery shopping amongst others. Unfortunately, due to COVID -19, we have had to put a hold on the Rides for Seniors program. All of the volunteers in this program are seniors, as are the clients. Being in closed quarters during a ride would have put both our volunteers as well as clients at risk. We hope that as the COVID case numbers come down and more people are vaccinated, we will be able to resume this program as it is a much-needed and affordable service.

On behalf of the RESRF Council, I would like to express my sincere appreciation to all of the many, hard-working and committed volunteers who give of their time and effort at the meal programs, driving seniors to appointments, phoning, assembling ERIK kits, and helping out in the office. Your ongoing support and assistance with running our programs has truly been a blessing. Thank you!

A special thank you also to our volunteer RESRF Council members for your input, expertise and commitment to the Council. It has been a privilege working with you.

Respectfully submitted,

Maria Wasylkewycz  
Chair, River East Seniors Resource Finder Council

### **PREVENT ELDER ABUSE MANITOBA**

Prevent Elder Abuse Manitoba (PEAM) acts as a central point of contact in the province related to abuse of older adults. PEAM provides support to regions and communities throughout Manitoba by sharing knowledge, education and resources to support those who respond and are concerned about the issue. In March 2017 PEAM's role as a network was redefined as a program and a program description was approved and adopted to guide PEAM's work.

PEAM educators have not delivered elder abuse presentations throughout the province as a result of the global pandemic. The model up to this point has been an effective deliver model; however the restrictions and closures resulting from provincial restrictions have significantly impacted the in-person model. We continue to have the presentation slide decks available on the WEAAD Manitoba website and accessible to any individual, organization and/or community.

We are in discussions with Margaret MacPherson, project coordinator for It's Not Right! to encourage development of a video to augment the train the trainer model. Given new technology and challenges with groups gathering a video would allow us to expand how education is delivered.

## GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

It would also ensure consistent delivery of the education by an expert and a measurement system that would help track who is accessing – similar to CUA partnership. We would point people to this resource from our existing website, but it would be developed and managed by The Centre for Research & Education on Violence against Women & Children (CREVAWC).

**Enhance PEAM website structure to align with WEAAD Manitoba.** Work is underway to fold the PEAM website into the WEAAD Manitoba website. This will be more efficient as far as cost to operate and an opportunity to increase the awareness as the WEAAD website has significantly more traffic.

**Manitoba credit unions continue to support WEAAD.** This has remained consistent for the past few years. The Canadian Credit Union Association (CCUA) continues to be supportive of WEAAD. We have received our annual reporting and are in discussion with CCUA about hosting an educational webinar and survey to better understand what prevents front-line workers from accessing the course. We will continue to encourage employees to take the course *Financial Abuse of Older Adults: Recognize Review and Respond* in Manitoba.

**Build strategic partnerships and undertake a survey to better understand the needs and gaps of partner organizations.** The University of Manitoba tri-provincial research study results were shared in a webinar with CNPEA about the reasons for under-reporting cases of abuse against older adults. The findings will be used to develop recommendations to improve services in the Canadian Prairie provinces for older adults as these relate to reporting abuse, as well as developing new strategies for intervention and prevention.

World Elder Abuse Awareness Day (WEAAD) continues to be an important awareness opportunity across the province of Manitoba however 2020 was a very different year with **13 events planned**.

The site was launched in 2012 and continues to be effective. However, a new survey to better understand what information and resources users would like to see will be undertaken in 2021 to help assess the need for improvement or change. [www.weeadmanitoba.ca](http://www.weeadmanitoba.ca) continues to be a go-to place for information and resources. Our focus on community development is a strategy that allows us to support the large number of WEAAD events given our limited capacity. A move to have all Winnipeg event orders picked up rather than mailed was implemented and continues to have a strong upside with very few concerns or complaints.

Credit unions across Manitoba continued to access the online course *Financial Abuse of Older Adults: Recognize Review and Respond*. 112 employees from Manitoba and 473 across Canada have taken the course since the last report (April 2019– March 2020). This is a significant increase or doubling of the number both provincially and nationally. In total, **1916 employees from Manitoba and 4156 across Canada have taken the course since it was launched in November 2014**. Qualitative reports remain positive as learners report significant increase in their ability to spot abuse, understanding of their role in prevention as well as a better understanding of the community resources available to assist them in responding to situations of abuse.

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We continued to use **marketing and communication tools** to share the statistics reported to SHAS annually by organizations that support the provincial elder abuse strategy. In an effort to manage our limited financial resources these will be captured annually but updated every other year. New figures will again be available in May 2021 with an update in marketing materials to follow, including a three-year comparison of the key numbers and trends. We will also partner with CCUA to highlight the work with credit unions since 2014.

Respectfully submitted,

Dara Maternick  
PEAM Program Coordinator

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Jeannette Golletz  
Olga Hazelwood  
Fran Mercer  
Bruce Wagg  
Ron Wally  
Vanessa Hodgson (Staff)  
Susan Sader (Staff)

**Fundraising Committee**

*Sub-committee of Finance Committee*

**Ron Wally (Chair)**

John Feldsted  
Mona Hunt  
Barb Siemens  
Dan Sitar  
Cecelia Stanley  
Bruce Wagg

**Operational Committees**  
**April 1, 2020 – March 31, 2021**

**Program Committee**

**Jessica Veitch (Staff & Chair)**

Roland Gibson

Gladys Jenkinson

Peter Manastyrsky

Sonia Rogowski

Richard Sawchuk

Phil Veness

**Volunteer Advisory Committee**

**Sadie Olson (Staff & Chair)**

Sheila de Jong

Bernice Honke

Fran Howard

Julie Legault

Kay Thomson

**Risk Management Committee**

**Susan Sader (Staff & Chair)**

Heidi Bartels (Staff)

Regine Genido (Staff)

Vanessa Hodgson (Staff)

Ingrid Jarowec

Julie Kertesz (Staff)

Sadie Olson (Staff)

Megan Wallace (Staff)